

Cultural Competence Training

2024-2025

TRAINING MUST BE COMPLETED BY **JUNE 30, 2025**
(unless your program requires an earlier completion)

ABOUT

The Orange County Health Care Agency (HCA) is a regional provider and consists of the following service areas:

- Director's Office
- Government Affairs and Communications
- Administrative Services
- Behavioral Health Services
- Correctional Health Services
- Public Health Services
- Specialized Medical Services



BACKGROUND

Orange County has a diverse population of 3.2 million, with the following general population breakdown:

Demographic Characteristics of Orange County		
	Population	% of Total Population
Gender		
Male	1,598,436	49.8%
Female	1,610,836	50.2%
Other/Not Listed	---	0%
Ethnicity		
White/Caucasian	1,328,850	41.4%
Hispanic/Latino	1,146,091	35.7%
Asian/ Pacific Islander	592,162	18.5%
Black/ African American	49,562	1.5%
Native American	6,907	0.2%
Multi Race/Other	85,700	2.7%
Age		
0-5 years	217,476	6.8%
6-17 years	485,132	15.2%
18-59 years	1,770,945	55.5%
60+ years	735,719	23.1%
Total Population	3,209,272	

Source: Department of Finance Population Statistics (2021)

There are seven **(7)** threshold languages:

- Arabic
- Farsi
- Korean
- Mandarin
- Russian
- Spanish
- Vietnamese



Cultural Competence Training 2024-2025

TRAINING MUST BE COMPLETED BY **JUNE 30, 2025**
(unless your program requires an earlier completion)

In order to enhance the work environment and continue to provide quality services, and to implement the required annual cultural competence training requirements, Behavioral Health Services (BHS) will utilize the University of Washington (UW) Medicine: Harborview Behavioral Health Institute's Cultural Humility in Behavioral Health Care training.

Learning Objectives:

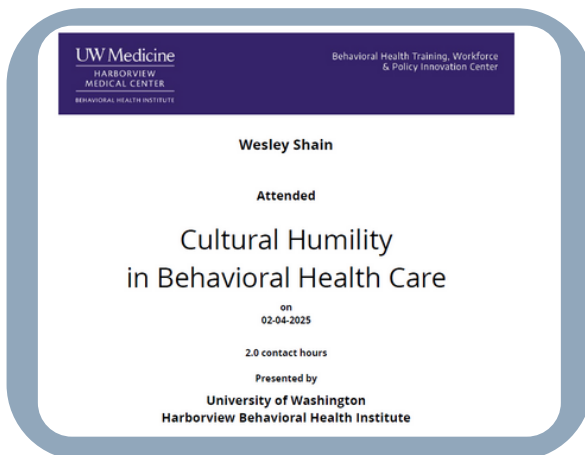
- This virtual, self-paced training is designed to provide tools and knowledge for building cultural humility, which will help develop the ability to deliver respectful and culturally sensitive behavioral health care.
- It covers concepts such as behavioral health equity, the distinction between cultural humility and cultural competence, and the influence of implicit and explicit bias on professional practice.
- The interactive scenarios and self-reflection exercises will help participants develop and apply practical skills to create more inclusive, effective, and compassionate care, fostering a more equitable healthcare ecosystem.

TIP: It is highly recommended that you use the Chrome browser and complete the training on a desktop computer.

The following steps will guide you toward satisfying two (2) certificates needed to get credit for this training:

UW Certificate
(to be UPLOADED in
the HCA Evaluation)

HCA Certificate
(to be emailed to your supervisor
and retained for your records)



Cultural Competence Training 2024-2025

TRAINING MUST BE COMPLETED BY **JUNE 30, 2025**
(unless your program requires an earlier completion)

University of Washington (UW) Medicine: Harborview Behavioral Health Institute's Cultural Humility in Behavioral Health Care

- Lesson 1: Behavioral Health Equity Concepts
- Lesson 2: Identity-Related Trauma
- Lesson 3: Cultural Humility, Fear, and Bias
- Lesson 4: Key Skills for Building Cultural Humility-Introduction
- Lesson 5: Key Skills - Acknowledgement of Limitations
- Lesson 6: Key Skills - Self-Reflection
- Lesson 7: Key Skills - Promoting Openness & Flexibility
- Lesson 8: Key Skills - Building Respectful Partnerships
- Lesson 9: Key Skills - Reducing Power Imbalances
- Lesson 10: Key Skills - Encouraging Institutional Accountability & Support
- Lesson 11: Key Skills - Commitment to Lifelong Learning & Action



How to Access - Cultural Competence Training

CLICK HERE



<https://bhinstitute.omscatalog.uw.edu/courses/cultural-humility-in-behavioral-health-care>

TIP: It is highly recommended that you use, copy, and paste the associated link into to the Chrome browser and complete it on a desktop computer.

1

REGISTER - Create an Account

- First Name
- Last Name
- Email
- Confirm Email
- Agree to Accept Use Policy & Privacy Policy Agreement
- I'm Not a Robot



CANVAS Catalog

Create an Account

Already have an account? Sign in here

First Name *

Enter First Name

Last Name *

Enter Last Name


Email *

Enter Email

Confirm Email *

Enter Email

☐ I agree to the [Acceptable Use Policy](#) and acknowledge the [Privacy Policy](#). *

☐ I'm not a robot  [Privacy](#) - [Terms](#)

Register New Account

Register New Account

How to Access - Cultural Competence Training

(Continued)

2

CONFIRM (Redirected) - Create a Canvas Account

- First Name, Last Name, Email, Policy Agreement
- Complete registration by confirming access via an email from the **Canvas Catalog**



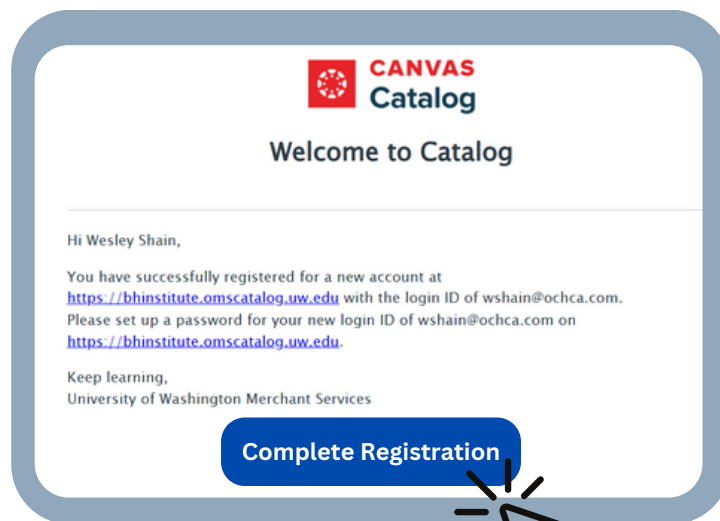
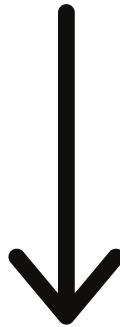
WAIT UNTIL YOU RECEIVE AN EMAIL



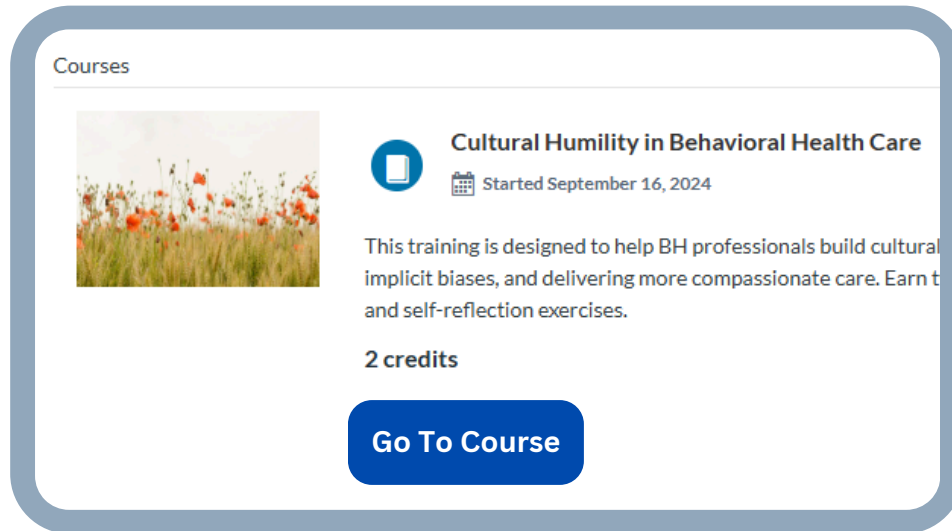
- Check your email inbox to set up, create a password and COMPLETE REGISTRATION



Canvas Catalog



Cultural Competence Training



3

START THE TRAINING - Cultural Humility in Behavioral Health Care

- Select - “[Click Here to Start](#)” (at the bottom)
- Read - Getting Started, Select - “[Modules](#)”
- Select - **Cultural Humility in Behavioral Health Care**

Load Cultural Humility Behavioral Health Care in a new window



- Complete the eleven (11) lessons

4

Lesson 12 of 13

Comprehension Test

COMPREHENSION TEST

- After completing the eleven (11) lessons, you take a ten-question test needing a passing rate of 80%.



Cultural Competence Training

(Continued)

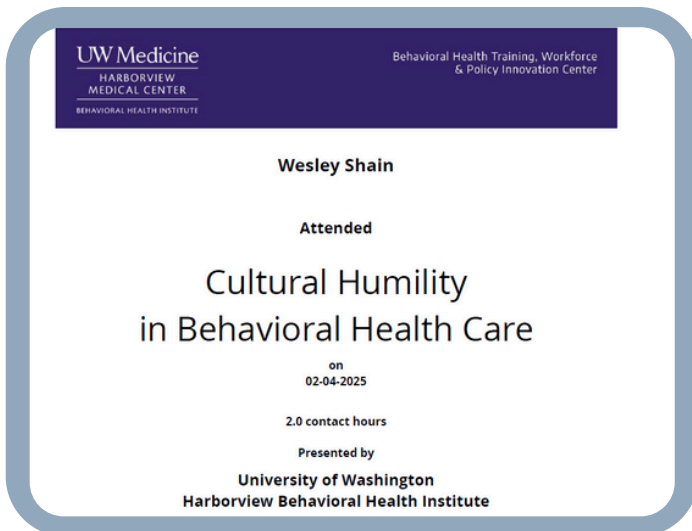
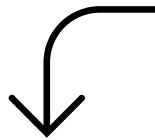
5

Lesson 13 - Module Evaluation & UW Certificate



UW EVALUATION & CERTIFICATE

- Once you have passed, **scroll down** and select *Lesson 13—Module Evaluation & Certificate*. This will redirect you to fill out the **Module Evaluation** and CE Form, which will help you upload your Certificate of Participation.
 - First & Last Name
 - Credentials
 - Title or Role
 - Email
 - State
 - Zip Code
 - Service Population
 - Organization
 - Organization Type.
- Select - “**View Certificate**” (at the bottom)



Module Evaluation and CE Form

Cultural Humility in Behavioral Health Care

First Name Last Name

Credentials (SUDP, LMHC, LICSW, MD, PhD, ARNP, PA, etc.):

Title or Role:

E-mail address:

Your state of residence:

Your zip code of residence:

Are you providing services to any special populations?

American Indian/ Alaskan Native

Veterans

Medically Underserved Community

Other special populations

Name of your Organization:

Type of organization:

Academic Hospital

Nonacademic Hospital

Two (2) Pages to Fill Out

NOTE - Save As: FirstName_LastName_DateCompleted, e.g., Bella_Luna_02142025.

Upload UW Certificate into Qualtrics



https://ochca.sjc1.qualtrics.com/jfe/form/SV_e2QTGlPyEkm3Ay

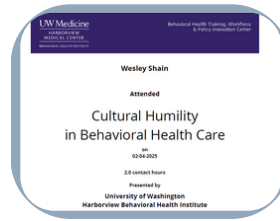
PASSWORD:
culture2025

TIP: It is highly recommended to use the Chrome browser.

6

HCA EVALUATION

- In order to complete the HCA Evaluation, click the link above, and upload the UW Certificate.



Orange County Health Care Agency
MHSa Office Division
Behavioral Health Training Services Evaluation Form

This year's training fulfills the State of California Department of Health Care Services (DHCS) requirement for a Cultural Competency training to be completed by each County and Contract-operated MHRS staff member. To receive credit for this online training, please complete the mandatory evaluation form. Your input, which will not be linked to your name, will help us determine the effectiveness of this training and improve training program quality.

Following the evaluation, you will be able to download and print your HCA Certificate of Participation.

Please upload a copy of your **PDF Certificate** of Completion from the Think Cultural Health training titled *Introduction to Cultural and Linguistics Competency*. When uploading the **PDF Certificate**, please use the recommended file naming convention of **FirstName_LastName_DateCompleted** (Example: Bella_Luna_010123).*

Drop files or click here to upload

7

HCA CERTIFICATE

- After completing the evaluation, you will generate an HCA Certificate.
- Email your supervisor a copy of your HCA Certificate and retain one for your records.



Frequently Asked Questions

ISSUES?

FAQs

PROBLEMS?

1. How long will it take to complete?

It should take no more than two (2) hours to complete.

2. I don't know how to download and save the PDF certificates. What should I do?

Ask a colleague familiar with downloading and saving PDFs to assist you.

3. How can I get my certificate?

Once you submit your responses on the HCA evaluation form, you can download and print your Certificate of Participation. Please email a copy to your supervisor and retain one for your records.

4. Does this course provide Continuing Education Units/Credits (CEUs)?

The certificate UW Medicine: Harborview Medical Center provides indicates two (2) contact hours. You should check with your licensing board to see if the certificate meets your specific licensure requirements.

5. Will the training require the use of any audio devices?

Some segments in the training have audio/sound, but the training can be attended without any speakers/sound system.

6. I have already taken this training. Do I have to retake it?

It never hurts to review the information as a refresher. If you have already taken the training, it will be saved in your profile on the website, and you can still download the certificate. Save the PDF and upload it into the HCA Evaluation Form.

If you have any questions, please contact us and indicate which step you are on within the training. When emailing Behavioral Health Training Services at BHTS@ochca.com, screenshots are encouraged.